



73744

PATENT

2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#18/C

SMC

6/29/04

Applicant: Robert Doyle

Art Unit: 2642

Serial No.: 09/300,676

Filed: April 27, 1999

RECEIVED

For: DYNAMIC SKILL-BASED
CALL ROUTING

JUN 25 2004

Examiner: Deane, W.

Technology Center 2600

Attorney
Docket No.: 73744

AMENDMENT D

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of March 19, 2004,
please amend the above-identified application as follows:

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Robert Doyle

Docket No.

6065-73744

Application No. 09/300,676	Filing Date 04/27/99	Examiner Deane, W.	Customer No. 24628	Group Art Unit 2642	Confirmation No. 4753
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Invention Title: DYNAMIC SKILL-BASED CALL ROUTING



RECEIVED

JUN 25 2004

COMMISSIONER FOR PATENTS:

Technology Center 2600

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	38 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0	x \$86.00	\$0.00
Multiple Dependent Claims (check if applicable)	<input type="checkbox"/>				\$0.00
					TOTAL ADDITIONAL FEE FOR THIS AMENDMENT
					\$0.00

No additional fee is required for amendment.

Please charge Deposit Account No. _____ in the amount of _____.

A check in the amount of _____ to cover the filing fee is enclosed.

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470

- Any additional filing fees required under 37 C.F.R. 1.16.
- Any patent application processing fees under 37 CFR 1.17.

Signature

Jon P. Christensen
Reg. No. 34,137

Dated: June 18, 2004

I certify that this document and fee is being deposited on 6/18/04 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Signature of Person Mailing Correspondence

Abby Boone

Typed or Printed Name of Person Mailing Correspondence

cc: